



**CONNECTICUT STATE COLLEGES & UNIVERSITIES
BOARD OF REGENTS FOR HIGHER EDUCATION
JOB OPPORTUNITY**

June 16, 2014

ASSISTANT DIRECTOR OF FINANCIAL AID SERVICES

Open To: The Public
Location: 39 Woodland Street, Hartford, CT
Hours: Full-Time, 40 hours/week
Salary Group/Class: Administrator 2
Closing Date: July 14, 2014

The Connecticut State College and University System (CSCU) invites applicants who possess energy, insight, and engaging interpersonal abilities for the position of Assistant Director of Financial Aid Services. The position, located at the BOR System Office in Hartford, CT, assists in the system-wide operation of the financial aid programs and services.

POSITION SUMMARY:

Charged with the day-to-day responsibility of providing functional user support to all community college financial aid staff utilizing common financial aid systems, the Assistant works closely with campus financial aid staffing, as well as CSCU Information Technology, Student/Academic Information Services and Finance staff. These contacts involve both obtaining and providing information of a confidential nature and require the incumbent to protect the confidentiality of that information. The Assistant Director reports to the Director of Financial Aid Services and may lead staff members who provide administrative and clerical support.

REPRESENTATIVE DUTIES:

Accountable for supplementary development and maintenance of the financial aid automated information system and for the provision of support and assistance to the Director and to all institutions in all matters related to financial aid. This accountability is achieved through effective performance in these essential areas:

Consistent with financial aid practices and systems, and federal and state requirements, the Assistant Director is accountable for

1. Assisting in the development, adaptation, and maintenance of the financial aid information system to meet the needs of the Board of Regents and its institutions;
2. Participating in the development of policies and procedures for the consistent administration of financial aid programs and systems;
3. Working with technical staff to identify and resolve system problems.

In the area of user support services the Assistant Director is responsible for:

1. Serving as the primary contact person and resource for financial aid staff at the community colleges, and providing functional assistance on a daily basis in the use of the Banner Financial Aid module;
2. Working with technical staff in providing consistent and reliable user support services to the system's financial aid community;

3. Develops extracts with the assistance of the user community;
4. Maintains an inventory of financial aid reports and training materials;
5. Maintains and supports the appropriate use of rule and validation forms;
6. Identifies the need and prepares specifications for functional improvements and enhancements;
7. Assists end users in report generation and use;
8. Maintains website content.

As assigned by the Director, the Assistant Director serves as:

1. Liaison between staff at college Financial Aid Offices and the System Office regarding operation of the system at the college level. Works closely with technical staff to identify system problems and help resolve/test during the maintenance or implementation process;
2. Assisting the Director in the development of communication material with external agencies regarding regulations and programs which will have an impact on the manner in which information systems are utilized;
3. Authorizing changes to Banner security access levels;
4. Identifying trends, issues, and problems, then developing potential solutions and recommendations to the attention of the Director.

The Assistant Director may be responsible for training and related services to staff members at institutions as follows:

1. Working with institution staff in the implementation and maintenance of new or underutilized Banner functions and maximizing effective use of the database;
2. Preparing, maintaining and distributing end-user documentation and training materials;
3. Participating in the coordination and delivery of training sessions for end-users;
4. Assisting Board of Regents personnel who require familiarity or training in the use of various Banner Financial Aid functions.

Other essential duties may be assigned consistent with the general scope of the position.

MINIMUM QUALIFICATIONS:

Incumbents are required to have demonstrated advanced knowledge and abilities in the following areas:

- ☐ Demonstrated commitment to quality customer service delivered with integrity, equity, and efficiency;
- ☐ Substantial experience with financial aid information systems;
- ☐ Comprehensive knowledge of financial aid rules and regulations;
- ☐ Experience training and assisting staff members in a collaborative higher education environment;
- ☐ Demonstrated experience working effectively and favorably with a diverse group of administrators and staff, as well as with federal, state and other agency personnel;
- ☐ Strong and effective interpersonal skills with a demonstrated ability to communicate effectively both verbally and in writing in a collegial environment;
- ☐ Demonstrated ability to represent employer in a positive manner;
- ☐ Familiarity with funding sources, their policies and regulations;
- ☐ Appreciation for the mission, traditions, and culture of a university environment that embraces a commitment to fairness, equity, confidentiality, and unwavering ethical values.

These skills and abilities are acquired through a combination of education, training and experience which would include a Bachelor's degree in a related field together with two to four years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

PREFERRED QUALIFICATIONS:

The successful candidate should present a strong work ethic with an appreciation of higher education operations and organization, be results-oriented, skilled at problem solving with the ability to work independently and efficiently, be a strong manager with good budgetary skills and the ability to work in a collaborative manner with the academic leaderships at 17 institutions and across the System.

Applicants who do not meet the minimum qualifications as stated are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position by providing appropriate references.

APPLICATION PROCEDURE:

Application materials must be submitted via email on or before July 14, 2014.

Please submit the following two email attachments: (1) a BOR Employment Application (available at: <http://www.ct.edu/hr/employment>) AND (2) a cover letter, resume, and contact information for three professional references in a single Word or PDF file to: jobs@ct.edu. Please put “**Search #14-021**” on the subject line of the email. Incomplete or late application packages received after the deadline may be discarded.

Notice of Nondiscrimination

The Board of Regents for Higher Education does not discriminate on the basis of race, color, religious creed, age, gender, gender identity or expression, national origin, marital status, ancestry, present or past history of intellectual disability, learning disability or physical disability, veteran status, sexual orientation, transgender status, genetic information or criminal record. The following person has been designated to handle inquiries regarding the non-discrimination policies: Leah Glende, Manager of Diversity and Inclusion, 61 Woodland Street, Hartford, CT 06105, 860-723-0794 or glendel@ct.gov.

*The Board of Regents for Higher Education is an Affirmative Action/Equal Opportunity Employer, M/F.
Protected group members are strongly encouraged to apply.*